

Organizational ENHANCEMENT

TOOLKIT™

*Rocky & District
Victim Services Edition*

Position Description

Advocate

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ADVOCATE

Position: Advocate
Reporting Relationship: Victim Response Team Coordinator
Unit/Department: Victim Response Team

Work Environment/Position Overview

Directly reporting to the Victim Response Team Coordinator, the Advocate position is accountable for: Call Preparation, Crisis Intervention, Victim Information, Support and Referral, File Documentation, and Self-Care and Colleague Support. This position requires the ability to function within the standards and environment of the Police and entails flexible hours (on-call) to meet the needs of victims.

Positional Accountability Areas

Accountability Area	Primary Job Functions	Performance Standards	Required Skills
Call Preparation	<ul style="list-style-type: none"> • Adhere to on-call schedule • Gather and document file intake information • Assess call safety and confirm personal suitability • Prepare psychologically to assist victims • Perform preparatory tasks for telephone response • Perform preparatory tasks for face-to-face response • Collaborate with professional services (e.g. police, emergency response personnel, medical center personnel, and child welfare representatives) 	<ul style="list-style-type: none"> • On-call scheduling commitments are fulfilled • Cell phones are answered first call • Pages are responded to within 5 minutes • Call-out information is documented accurately • Safety concerns are identified and addressed • Responds to calls within scope of training and personal suitability • Victims are responded to in a timely manner • Physical, psychological, and professional preparatory tasks are completed prior to responding to victims • Protocol with other professional service providers is maintained 	<p>Communication Skills</p> <ul style="list-style-type: none"> • Informing • Listening • Writing <p>Decision Making Skills</p> <ul style="list-style-type: none"> • Analyzing • Fact Finding • Innovating • Judgement • Organizational Awareness • Problem Solving • Systemic Thinking <p>Developing Others Skills</p> <ul style="list-style-type: none"> • Coaching • Providing Feedback

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Accountability Area	Primary Job Functions	Performance Standards	Required Skills
Crisis Intervention	<ul style="list-style-type: none"> • Adapt intervention to meet file type and individual victim requirements • Assess and address immediate medical, safety and security needs • Build and maintain rapport with victims • Engage victims in process of ventilation • Assess emotional impact of victimization while providing emotional support (validation) 	<ul style="list-style-type: none"> • Crisis responses adhere to guiding principles pertaining to victims of crime, VSU policies and procedures, and file type protocol • Medical, safety and security needs are assessed and prioritized • Trust is established through initial interaction with victims • Victims share the impact of their experience 	<p>Personal Initiative Skills</p> <ul style="list-style-type: none"> • Contributing to a Positive Work Environment • Personal Development • Proactivity • Professional Development • Striving For Excellence

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Accountability Area	Primary Job Functions	Performance Standards	Required Skills
<p>Victim Information, Support and Referral</p>	<ul style="list-style-type: none"> • Provide ongoing, applicable and accurate information, support and referral in regards to the justice system process • Facilitate the development of action plans • Provide referral information and assistance to connect victims with applicable medical, social, psychological, legal and/or financial community support services • Develop communication plans to establish if and how contact will be maintained between victims and VS • Ensure VS commitments are met as per victims' action plans 	<ul style="list-style-type: none"> • Victims express a sense of empowerment and ownership in action plans • Victims of crime are aware of how to participate in criminal justice system • Victims of crime are aware of available programs (e.g. victim impact statements, restitution, financial reparation, protection orders) • Victims are connected with appropriate community support services in a timely manner • VS and police contact information along with the case file number is provided to each victim • Communication is maintained in accordance with communication plans and VS policy pending file conclusion • Tasks are completed within the agreed upon timelines as committed to in victims' action plans 	<p>Planning Skills</p> <ul style="list-style-type: none"> • Action Planning and Organizing • Time Management <p>Quality Skills</p> <ul style="list-style-type: none"> • Satisfying Client Requirements <p>Relationship Skills</p> <ul style="list-style-type: none"> • Meeting Skills • Teamwork <p>Safety, Health and Environment Skills</p> <ul style="list-style-type: none"> • Crisis Management • Supporting a Safe Environment

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Accountability Area	Primary Job Functions	Performance Standards	Required Skills
File Documentation	<ul style="list-style-type: none"> • Compile dispatch and file intake documentation for each victim assisted • Ensure file documentation pertaining to ongoing services provided to victims is maintained 	<ul style="list-style-type: none"> • File Intake Forms are complete, accurate and submitted in a timely manner • File documentation adheres to VS documentation standards and policy • Victim Response Team and Administrative Services collaborate to ensure file documentation is up-to-date and accurate • Victim confidentiality is maintained 	
Self-Care and Colleague Support	<ul style="list-style-type: none"> • Understand the sources, consequences and indicators of stress • Demonstrate self-care techniques • Instigate and participate in critical incident stress defusing immediately following call response • Participate in critical incident stress debriefings • Assist colleagues displaying indicators of stress 	<ul style="list-style-type: none"> • Advocates know their limitations and protect their mental and physical health when assisting victims • Advocates recognise stress indicators in self and others • Advocates can provide a personalized list of preventative self-care techniques upon request • Stress debriefings are conducted within 48-72 hrs of call response • Advocates utilize critical incident stress defusing and debriefing to vocalize and manage their reactions to call response • Advocates recognize the Victim Response Team as valuable support network 	

**Required Skills are the skills required to fulfill all positional areas of accountability.*

ADVOCATE

Required Knowledge

- Demonstrates strong leadership and management skills
- Demonstrates organizational and planning skills
- Demonstrates strong interpersonal skills
- Criminal Record Check Clearance

Education and Experience Requirements

- Alberta Solicitor General Basic Advocate Training
- High School Diploma
- Valid Driver’s License
- Mental Health First Aid
- ASIST
- First Aid

Accountability Commitment

Board members, management and personnel are accountable for positional, departmental and organizational shared areas of accountability. I have reviewed and understand the positional, departmental and organizational shared areas of accountability associated with my position.

Incumbent _____ Date _____
 Approved By _____ Date _____

Disclaimer Clause

This position description has been designed to serve as a guide for both the individual holding the position and for those evaluating the performance of this individual. It is in no way intended to include all the daily or ongoing tasks associated with the position. This position description will be updated on an ongoing basis and will be made available to all interested parties within the organization.

Incumbent _____ Date _____
 Approved By _____ Date _____